

Children’s Single Point of Access

Operational Guidance – EHH

*‘In Surrey, we all believe that every child should have the opportunity to reach their potential and that children are best supported to grow and achieve within their own families.*

*By working together, we will develop flexible services which are responsive to children’s and families’ needs and provide the right level of help at the right time. This will shift focus away from managing short-term crises, towards effective help and support for children, young people and their families at an earlier stage.'*



The Early Help Hub is a key component of our Early Help Offer. It will be delivered by a partnership of agencies, co-located or virtually connected who will work together to support partners in Surrey in working together to strengthen family life and meet children’s needs at the earliest point of emerging concerns.

**What is the Early Help Hub?**

Across Surrey, Early Help is available for children and their families through a wide range of provision, services and networks of support as well as community and family relationships. The Early Help Hub aims to complement and support this provision providing a single point of access to information, advice and guidance to all practitioners, families and members of our communities who are worried about the wellbeing of children and young people at level 2 or 3 on The Surrey Effective Support Windscreen.

At the core of this approach is the idea that most families will be good enough parents and continue to care for their children. The Early Help Hub aims to help link families to the right kind of help that will provide the support required to enable them and the partners that support them locally to continue to meet their children’s needs when more complex problems start to emerge. Our aim is to provide adequate support at the earliest point that prevents escalation of need that leads to children becoming subject to child protection or public care.

In Surrey our Early Help approach is called Family Resilience. Our partnership vision as described in the document ‘Effective Family Resilience’ describes our key changes in our partnership vision:-

**Principles of our practice**

As part of the overarching family resilience approach, the Early Help Hub will seek to model the key principles set out in the Effective Family Resilience guidance. These are intended to inform the way everyone works with children, young people and their families in Surrey including statutory and non-statutory organisations, agencies and partners.

**In delivering our service all Early Help Hub staff will:-**

* Ensure that promoting the welfare of children and protecting them from significant harm is at the centre of all we do;
* Work together across the whole partnership, aligning our resources so we can best support families and do what needs to be done when it needs to be done;
* Take the time to listen and gain an accurate understanding of the needs of the child and family so that we pass them to the right service in a timely way. Parents say they are motivated by having goals that reflect their family priorities and working with practitioners whose actions are driven by the needs of the child;
* Focus on solving problems before they escalate and offer flexible responsive support when and where it is required;
* Identify family networks around the child from the first point of contact supporting the aim of building the resilience of families and communities to support each other;
* Basing all that we do on evidence, both of what is needed and of what works.
* Work honestly and openly with families and partners engaging them with respect and listening to their concerns and views on what is needed for the child and family.
* Being clear and consistent and open about the outcomes of our work and accountable for our actions.
* Use motivational interviewing to engage with families and partners at the first point of contact building relationships with strength based conversations based on consent and agreement.

**Location and Accommodation**

The Early Help Hub team is based at Guilford Borough Council, co-located with the Multi Agency Partnership Hub forming the CSPA. This arrangement will support the development of good communication and strong partnership working across the Children’s Single Point of Access Service as we seek to deliver timely and effective decision making that supports the wider workforce to improve outcomes for children.

**Early Help Hub Functions in C-SPA**

**Request for Support**

**Early Help Hub**

**Children’s Social Care**

**Step down from Level 4**

**Surrey Police**

**Missing Children**

**MAP – Multi Agency Partnership**

**Early Help Hub Functions:-**

* Provide accessible advice and Information through the Family information Service Website, Directory for all
* Provide accessible advice and information for all families with children with disabilities through the Surrey Local Offer website
* Offer information advice and guidance to residents and those working with children in surrey.
* Promote the use of Early Help Assessments and multi-agency TAF to coordinate Early Help for families when appropriate.
* Act as the main conduit for support to families at Level 3 who require Targeted Support from Family Support Program, Family Centres and Targeted Youth Support
* Ensure that all notifications of children reported missing are passed to Children’s Social Care for Return Home Interviews and intervention
* Support the Homeless Prevention pathway for young people in Surrey
* Work in partnership with Social Care when stepping down children and families to ongoing Early Help
* Respond to children passed from MAP for Early Help to provide links to ongoing support at level 2 or 3 appropriately
* Ensure children are receiving support from the right level of intervention by escalating any child that requires a MAPE or escalated directly to Level 4 assessment and intervention
* Work in partnership with communities to build capacity and strengthen community connections between services that support children and family life
* Provide support to Early Years and School settings who are identifying and seeking to respond to emerging need for children at an early stage.

**Progressing a contact to EHH Triage**

Click on Comments box and type notes that support the reason for reassigning the Contact, then click ‘**Reassign Task’**

Navigate to the Contact that requires the be reassigned and click – **Reassign** link



The task has now been reassigned. END OF PROCESS.

Troubleshooting:

If you are unable to find the Person by searching, navigate to the Search screen and check the following:

* Have you searched using the wildcard (%/\*) to ensure the spelling is correct?

In the pop up screen click into the **‘Other’** field’ and type professional / team name you are assigning the Contact to

This process describes how to pass on the Contact to other teams according to the recommendations made within the Contact Centre.

Navigate to the person’s record Demographics via Find / Adult function

**AIMs:**

**Workflow to Early Help Hub**

* **To detect potential risk factors at the earliest opportunity**
* **To ensure children at highest risk are processed as a priority**
* **To allocate work across the team and redirect work if required**

**SCREENING**

1. The Request for Support Team (RFST) will receive contacts either via post, email, fax or telephone. Using the RFTS Guidance, a decision is made to determine the appropriate team to manage the contact. RFS will ensure that consent has been gained before a contact is sent to the EHH or a call passed through to EHH.
2. If it is determined that the contact meets the threshold for EHH L2/L3 and there is consent for action, RFST officer starts the Contact in EHM, and reassigns this to the EHH Triage Tray. Where there is no evidence of consent on the Contact, the Senior EH Advisor will ensure that consent is gained before proceeding with activity. If the family refuse consent or cannot be contacted and there is no evidence that children are at risk of or suffering harm then the EHH will not proceed with their activity
3. An EHH Snr EH Advisor (SEHA) will have constant overview of the EHH work tray to ensure there is no delay in allocation of work. SEHA picks up the Contact from the EHH Triage Tray to review check for consent and input management oversight confirming appropriate level of need and any actions as required. The outcome of the Contact could be any of the following:

* Information and Advice (L1/2 allocate to FIS worker)
* Progress to EH (Level 2/3 allocate to EHA or Supporting Children’s Advisors)
* Progress to CSC (L4 send to Quadrant Assessment team work tray)
* MAP Enquiry (L3/4 send to MAP work tray)

1. The Snr EHA will allocate the work into staff work trays. Staff will work to provide intervention and support to outcome within 24 hours of allocation
2. It is essential that there is evidence of consent in each instance unless agreed level 4 exceptions which must be authorised by the Snr EHA

**PRACTICE WORKFLOW**

The EH Advisor will review their work tray at the beginning of each day and throughout the day for newly allocated work.

The EH Advisor will pick up the contact on EHM, read the contact and Management Oversight; check for consent and determines activity required using practice guidance and the level of needs framework. The EHH worker will make contact with the professional, family member or member of the public to gather any additional information and provide the help required. This could include:

* **Signposting** – Low Level 2 advice regarding services regarding available services will be allocated to FIS workers however more complex requests for support will pass to an EH Advisor if further discussion and consultation is requested to help the professional access the right kind of service or address problems in achieving access in a local area. While the EH Advisor’s main role will be to provide information for the referrer to make a direct request for support from the level 2 services required on some occasions this will require EHA to make the referral in partnership with the referrer.
* **Referrals to Level 3 Targeted Support** in Targeted Youth Support, Family Support Programme or Family Centres. ( see additional guidance)
* **Consultation and support for Lead Professionals** developing Early Help support plans and seeking help on engaging services to build a TAF
* **Responding to requests from members of a child’s family** or the community who have Early Help worries about a child or family.
* **Responding to Stepdown** requests from Children’s Social Care. ( see additional EHH Step down guidance)
* **Responding to daily missing** children reports from the police. ( see additional EHH missing children’s guidance)

The information and activity will all be recorded on the Contact in EHM which will be shared with the referrer appropriately as part of the EHH outcome response. (See additional EHH outcome response guidance.)

When reviewing Contacts and considering whether the child and/or family could be supported by Early Help services, please use this checklist to assist in the areas you need to consider as part of your decision making and/or information you need to ensure you gather and record. This will help guide our decision making around Early Help and will also ensure that when a child is referred to the Early Help Hubs they can be more quickly directed to the necessary services and support.

**EHH Reviewing Contacts**

When gathering information please consider or gather the following:

**Do we have consent for Early Help from the family?**

* Ensure this is clearly recorded in the ‘Analysis’ section – Do not progress past this point without consent. Ask referrer to contact family to gain consent. In some circumstances if referrer not known it will be necessary to contact the family directly to seek consent. (See guidance on consent.)
* Do we have accurate information about the family members and how to contact them? (Home address, email address, phone number, locality, religion, ethnicity, who lives in the family household)
* Check and ensure EHM is updated
* Ensure the school(s) are recorded in the ‘Other agencies involved’ section in the EHM Contact

**What other services are or have worked with the family? Who are they working with and what areas are they working to support/address? For previous support, when did this support end and why?**

* Detail names of worker/agency and all relevant contact details
* Do family give informed consent to contact the agency/share information with partners?
* Ensure this is clearly recorded in the Consent section (tick boxes) and ‘Analysis’ section

**Has there been a previous Early Help Assessment or Early Help episode?**

* Check EH episode information (click into the green (or greyed out) ‘E’ to see details ‘Episode History’; ‘Case Notes’; ‘Documents’ etc. Details of the EH provider/worker will be recorded in the ‘Case Summary’ section)
* When was this?
* What was the focus of the EH episode and with whom?
* Why did the episode end?
* Could these plans be reviewed?

**Are FSP or other targeted support involved (TYS. FSP or Children’s Centre)?**

* Check Career Vision / estart other systems?
* Do you need to contact them for more information or to share information?
* Do you need to contact the previous worker to discuss prior involvement (considering consent issues)?
* Check e-start to see if the family are working with a children centre?

**What is the name of children’s school or early years setting?**

* What support are the school or early years setting providing?
* What support could they provide?
* Do any of the children have additional needs? Do any of the children have an EHCP?
* What is the attendance record for school or early years setting? (Please use MAP Education and record in Contact)
* How might a Supporting Children’s Advisor be able to support the setting in supporting the family

**Are the family registered with a GP and Dentist? (Please check with MAP Health and record in Contact)**

* Are the family in receipt of benefits?
* Are the children impacted by financial difficulties / poverty?
* What support does the child/family need?
* Have you considered signposting the family to the Family Information Service directory to identify local support services?

**Other:**

* If we can signpost to FIS or other services, a referral to EH Hubs is not needed
* Please ensure any letters sent are copied and pasted to a General Note and upload to documents on EHM record
* What support do the family need and do they require additional support (to what is already in place)?
* Do any services involved already meet the identified needs? Could those who are working with the family co-ordinate the support or do they need support?

If the services involved are meeting the needs, a referral to EH is not likely to be needed.

Do the family require additional support to what is already in place? – If so what is required?

Or would the family benefit from targeted support (family support programme, children centre outreach, youth support) – How would this support improve the situation?

**Health and Safety**

Are there any dangers or risks associated with home visiting to the family – please record in Contact

**Recording – please check demographics details are correct and updated on EHM**

* Referred child(ren) – names (check spellings); date of birth; address; gender
* Siblings – names (check spellings); date of birth; address; gender
* Parents – names (check spellings); dates of birth; address
* Significant others – any other significant family members (inside and outside family home)
* Check with partner agencies to clarify demographic details where needed
* Ensure demographics and relationships/addresses are updated and linked correctly
* Locality
* Contact numbers – mother; father; child (if relevant)
* E-Mail address
* Ethnicity & Religion
* NHS number (if known)
* Disability or communication needs
* Referrer’s name (check spellings); role and link to child; address; contact number; email address
* Details of any other agencies (especially school) involved with child(ren)/parents and update Contact and Key Agency tab on EHM

|  |  |  |
| --- | --- | --- |
| Incoming work triaged by EH Snr EHA  **EHH Workflow Process** |  | **Review Contact/stepdown**  **Add Management Oversight:**   * Confirm level of need, * Check Consent. If consent is not evidence, contact the referral and action them to gain consent. Do not past this point without consent, unless level 4. Seek advice for Service Managers. * Add key actions. * Allocate to workers tray |
| Worker will pick up contact from work tray | * Review Contact information ( see guidance) * Check consent. If consent not evidenced contact referrer for action required by them to gain consent. * Complete system checks re previous or current involvement * (EHM/LCS/ Career Vision/ estart) |
| If already open to Early Help provider | * Contact referrer to gain information regarding their concerns * If professional referrer and there is consent to share information, share information regarding current provider linking referrer to existing provision * If not professional – pass information to existing provider/ Lead professional for action. * Provide additional advice guidance information to referrer as required. * If open to Level 4 – pass information to allocated SW via email and phone call appropriately within 24 hours of call. |
| If not known | * Provide advice and information * Link to FIS/ Local offer websites. * Consider use of Early Help Assessment to co-ordinate multi agency support. ( identify possible lead if family member calling) * Provide Link to Consultation line for case discussion. * Pass to Supporting Children’s Advisor for Early Years/ School setting advice and support * Enable referrer to take build confidence and skill to action the support for the child/ family themselves or connect with existing lead professional. |
| Record actions and analysis | * Record actions immediately after call * Update and correct information on Contact * Record actions and information gathered in line with guidance provided. * Complete Analysis and make recommendations * If Recommending MAPE or Step up to Level 4 EHA will ensure they discuss these immediately with Snr or MAP manager. |
| Reassign for authorisation | EH Snr Advisors Authorisation   * Review reason for referral/ MO/ actions completed/ information gathered/ and recommendations. * Is threshold still met at agreed level? * Are actions proportionate to information gathered? * Any additional actions required reassign to worker tray/escalate level 3/4 * If all actions complete then return to workers tray to action feedback to referrer/ family |
| Feedback | * EH worker will provide feedback using OUTCOME TEMPLATE and send by email or post to family / referrer - Close |

**EHH Enquiry Feedback Process**

**The EHH will ensure that we communicate well providing feedback and confirmation of action taken and advice given in a timely way.**

1. EHH activity is completed by EH Advisor and sent to Manager for final authorisation.
2. SEHA authorises and approves outcome with EH Advisor

* Outcome L4 – Send to Assessment Duty Tray
* Outcome L3 – Send to TYS/FSP/ Family Centre
* Outcome L2/3- Send to EH/FSP/CC
* Outcome –Info & Advice NFA or forward to FIS

1. Following authorisation the EH Advisor will email or write (if no email address) to the referrer, relevant partners and family if they engaged them during their activity to confirm actions taken and advice provided using the EHH OUTCOME OF REQUEST FOR SUPPORT TEMPLATE.
2. If the referrer is a member of the public not related to the family the outcome feedback will not provide confidential information but will confirm that appropriate action has been taken.
3. Where information has been provided regarding relevant services the contact details for the service should be provided as part of feedback along with relevant links to FIS service for future use.
4. An outcome response will be completed within 24 hours of the completion of the Request for Support.

This guidance is provided for all teams working across Family Resilience and Safeguarding in Surrey. The purpose of this guidance is to ensure:

**Step Down to EHH Guidance**

* Children and families receive continuous needs-based support
* The service and support provided is delivered by the appropriate service in a timely way
* All those involved understand the process and practice informing a consistent approach

The step down approach describes social work behaviours and practice that supports the family to engage with relevant services and relationships which will continue to provide the help they require to strengthen family life and sustain the ongoing changes they want for their family following closure to social care.

How we end our work with children and families is important. Good endings can build resilience and confidence amongst families and partners by recognising new strengths and skills and acknowledging the importance of supportive relationships and behaviours within the family network that ensure the child is safe and their needs are met.

Good stepdown practice has at its heart a shared understanding of the needs of the child and family at the point of closure. Evidence of a strengths based conversation with family and partners that brings meaning and purpose to the planning of ongoing Early Help support and access to appropriate services or network support arrangements that will meet the identified need. To achieve this the informed consent and participation of the family in the stepdown process is essential.

Whether closing a C&F assessment or ending a Child Protection or CIN Plan the closing summary and final review minutes should evidence the following:-

* A simple description of the need /risk that led to social care involvement and what has changed that means that this is no longer needed.
* The views of the social worker and the family on the purpose of an ongoing Early Help plan. What do the family want to achieve?
* Recommendation on the level and nature of the support required to meet ongoing need. (Targeted level 3, Early Help at Level 2 or Universal and family network support at Level 1)
* Information about Early Help Lead professional or key partners who will continue to support the family to achieve these goals.

Stepdown may be as a result of recommendations from a Child and Family Assessment or follow on from a Child in Need or Child Protection plan supporting transition to Targeted support at level 3 or ongoing coordinated help at level 2 using an Early Help Plan and an identified lead professional. Not all families however will require additional support from other agencies and stepdown practice may focus on affirming the support of the family and community network and ongoing access to relevant universal services that are coordinated by the family themselves.

Social Workers are encouraged to use the Family Information Directory to help identify local support services and share with parentsas part of their work with the family at the point of closure and stepdown.

**Stepdown**

**FIS** Website: **www.surreycc.gov.uk/fis**

Family Information Directory: **www.surreycc.gov.uk/directory**

Telephone: **0300 200 1004** (Monday to Friday 8am to 6pm, 24 hour answerphone)

Email: **surrey.fis@surreycc.gov.uk**

In contacting the Early Help Hub for support for stepdown the Social worker will be asked the following questions.

* Have the children and family members consented to stepdown?
* What were the worries that led to social care intervention and what has changed that means that this is no longer needed for the child and family?
* What do the social worker and family want to achieve through ongoing early support?
* Who is currently involved as part of the family support network?
* What kind of support do you and the family think would be most useful?
* Is there a date for a planned closing review or case closure?

**The role of the social worker in Step down will be to:-**

* Engage the family and professional support group in a stepdown conversation in a timely way so that there is a common understanding of the purpose and nature of ongoing Early Help before closure is finalised.
* Record the stepdown conversation and plan in the final review minutes and the closing summary which should be shared with the family and TAF and if appropriate the Early Help Hub.
* If there is an agreed Lead Professional their name and contact details should be recorded on LCS and in involvements.

**The role of the EHH Early Help Advisor will be to:-**

* Provide the social worker with advice and information about the services that could provide ongoing support to the family.
* Offer support and advice to Early Help Professionals who will be taking on the Lead Professional role and continuing as members of the TAF.
* Support social workers with referral to level 3 services as part of a stepdown plan when necessary.

**Stepdown Process**

Decision to close is discussed with manager

Management Oversight approves case to close and stepdown to Early Help

SW provides copy of draft closing summary with Stepdown information and date of final review or planned closure

Social Worker can ring EH Hub for advice re possible local services to provide ongoing support to family

Universal/ Early Help 2

Level 3 Targeted Youth Support from Children Centre or Family Support Programme

Request from CC or FSP accepted.

Provider contacts SW directly to inform

Provider contacts family to inform

Social worker records name of allocated worker in involvement and involves CC or FSP in closing review or Joint visit.

New Children Centre or Family Support Programme requests for support sent via Early Help Hub

Social worker contacts TYS for discussion and direct referral

Joint visit to the family.

TYS new Lead professional attends closing review

Social Worker closes to Safeguarding Service. The family, new lead professional and any other agencies involved continue to meet as a Team around the Family as agreed

Early Help agencies/ lead professionals/ family network members attend final review meeting to plan and agree Early Help plan for ongoing support to meet identified need.

Social Worker with family consent may contact the EHH for support in identifying relevant Early Help services to support ongoing identified need

SW discusses closure and step down with family and professionals and agrees purpose of Early Help Plan.

What do the family want to achieve? Who could help?

**Family give consent for Early Help support**

**Processing a contact for a young person (16/17) who is homeless**

**Open Case:**

Allocated team respond and alert the YHA within the EHH for advice and guidance. Recorded By YHA on EHM/LCS. Checklist and CRF sent to case worker.

**Young Person not known:**

Request for Support team complete a contact and send to EHH Triage

Contact made - Early Help Hub (contact recorded and sent to Assessment Team Level 4) – sent with Checklist and CRF – Youth Support Worker starts to work through checklist

Recorded By YHA on EHM/LCS. Checklist and CRF sent to case worker.

**Action taken:**

Quadrant Team offer intensive support to the young person and family to secure a family/network placement.

**Action taken:**

Youth Support Worker in Quadrant Assessment team offers intensive support to the young person and family to secure a family/network placement.

**No Family Placement Secured**

Team Manager to provide management oversight on the next steps.

**Family Placement Secured**

Management Oversight recorded. YHA updated for tracking purposes.

CAD

**Action Taken:**

CRF and checklist (including evidence) completed by YSW sent for approval from AD Quadrant & AD Resources to progress. This must be signed off and agreed before following actions are undertaken.

Placement –

Management oversight

CAD

**Action Taken:**

Email sent to EHH to confirm next steps.

**Action taken:**

Supported Accommodation

**Action taken:**

S20 Process

**Action taken:**

Emergency Host

**Action taken for long term placement:**

Allocated worker makes referral to Gateway for long term placement.

Quadrant AD and AD Resources to sign off,

**Action taken:**

YHA Officer updated on outcome

**YPA: Checklist for a young person (16/17) who is homeless**

|  |  |  |
| --- | --- | --- |
| **Questions to ask:** | **Yes** | **No** |
| 1. Is the child homeless? |  |  |
| 1. Has the child disclosed any safeguarding concerns?   -If Yes has a referral to C-SPA been made? |  |  |
|  |  |
| 1. Have parents been contacted? |  |  |
| 1. Did the child stay at home last night? |  |  |
| 1. Are parents saying they will have the YP back home?   -If yes the YP needs to be supported to return home. |  |  |
| 1. Can the family identify another family member to support?   -If yes the YP needs to be supported to this family member. |  |  |
| 1. Has mediation been offered or tried? |  |  |
| 1. Has the TYS/YSW evidenced each family member and the reasons why they will not support the YP on LCS/EHM? |  |  |
| 1. Has the host service been explained to the family?   -Would the family be agreeable to a package of respite and mediation in order to strengthen them as a family? |  |  |
|  |  |
| 1. Is an emergency bed required?   -If no, details of where the YP is staying tonight needs evidencing and is it a safe place for them place? |  |  |
|  |  |
| 1. Has the CRF and leaflet been sent to the worker? |  |  |
| 1. Has the YP been given the ‘What’s best for me’ leaflet? |  |  |
| 1. Has the child had a S20 conversation? |  |  |
| 1. Have parents been made aware of the Southwark Duty ad S20? |  |  |
| 1. Has the CRF been approved by Assistant Director for Resources and Quadrant Assistant Director? |  |  |

**Advice and information notes:**

Evidencing:

TYS/YSW will need to list all family members that have been identified and clearly evidence each one as to the reasons why they will not support the YP.

If the YP identifies somewhere to stay, the address needs checking out to ensure it is safe, it needs recording on LCS/EHM and detail of a telephone call taking place with an appropriate adult at the address confirming that the YP can stay.

If emergency accommodation is required:

The CRF will need clearly detailing:

-S20.

-Return home plan

-Move on plan

Host emergency beds:

-3 day reviewable placement.

Emergency bed placements

-Max 10 day placement depending on move on plan. Reviewed at day 7.

**Missing Children Process within the Early Help Hub (EHH)**

Police send list to the EHH inbox before 9:15am. The list is picked managed by the responsible EH Advisor.

Contact is reassigned to the quadrant assessment team and the SCARF uploaded to documents. An email is sent to the duty email box advising that a contact for a missing child has been placed in the work tray. A copy of the RHI guidance and SCARF is attached. .

Create a new contact on LCS with all details and upload the SCARFS.

**EH Advisor works through the spreadsheet checking EHM and LCS and determine the next steps depending on following status:**

EH Advisor saves the spreadsheet on the I Drive in the Missing Folder and reviews children on the missing list and colours them accordingly:

**RED: Still Missing**

**YELLOW: Unknown**

**GREEN – Returned home**

I:\CSF\CSPA\Missing\Missing Lists

**CHILD OPEN TO SOCIAL CARE**

**CHILD NOT OPEN TO SOCIAL CARE**

**CHILD NOT OPEN TO SURREY BUT ANOTHER LOCAL AUTHORITY**

Create a missing episode and input all key details, upload the SCARFS to the episode.

Email sent to the Allocated Worker & Duty Box advising of the ICS & Child Missing.

Email to include RHI guidance and the SCARFS.

Email sent to the LA responsible and if known the social worker. SCARFs to be attached to the email. Email to be copied into case notes with a heading of ‘Missing Child’.

If SCARFS is unavailable, this will be sent when received.

If child remains missing, an email will be sent daily to the allocated worker to advise.

Email will be copied into case notes on LCS with a heading ‘Child missing’.

Missing episode is then closed down and authorised by Senior Early Help Advisor, with a clear management oversight stating that this has been passed onto the responsible LA for progressing.

SCARFS that have not been received will be sent to the appropriate team once received by the police.

**SCARFs not received at time of making contact:**

* EH Advisor continues to check the EHH inbox every hour, when a SCARF is received and not on the missing list, the EH Advisor will check EHM/ICS.
* If the missing process (as above) has been completed, the EH Advisor will forward this to allocated social worker and duty box.
* The EH Advisor will upload SCARFs and documents.
* The email will be added to case notes LCS/EHM.

**Children who are FOUND:**

* When a child is found, the EH Advisor will advise the social worker that the child is found and copy the email to case notes with the heading ‘Child Found’.

**Children who are not on the missing list:**

* Progress as per flow chart.
* Alert Senior Early Help Advisor and Missing Manager.

**Early Help Hub Letter Template: Standard Letter**

|  |  |
| --- | --- |
| **PRIVATE & CONFIDENTIAL**    NAME  address road  Town  Surrey  Post code | Surrey Children’s Single Point of Access  Early Help Hub  Date |

Dear,

Yours sincerely

Name

Early Help Advisor

**Early Help Hub**

Guildford Borough Council

Millmead House

Millmead

Guildford

GU2 4BB

Telephone:

Email: [earlyhelphub@surreycc.gov.uk](mailto:earlyhelphub@surreycc.gov.uk)

|  |  |
| --- | --- |
| **PRIVATE AND CONFIDENTIAL**  Name  Address Town Surrey Post code | Surrey Children’s Single Point of Access  Early Help Hub  Date |

**Early Help Hub Letter Template: No Contact**

Dear

We are writing regarding information we have received from Surrey Police regarding an incident dated …

We have tried to contact you to ask if there is any help or support we can offer you following this incident. The Early Help Hub is part of the Children’s Single Point of Access in Surrey County Council. We believe that children are best loved and cared for in their families and community. Our aim is to help link families with the local services and support around them that can help them when they need it most.

Please contact us using the number or email address at the top of this letter so we can talk with you what any support you may need or want at this time. You can also talk to someone like your GP, child’s school or Health visitor if you prefer and they can also help or contact us with your consent. .

If we don’t hear from you within two weeks, we will record that we have not had a response at this time. However please feel free to contact us in the future.

Yours sincerely

Early Help Advisor

**Early Help Hub**

Guildford Borough Council,

Millmead House

Millmead

Guildford

GU2 4BB

Telephone: ADD

Email: [earlyhelphub@surreycc.gov.uk](mailto:earlyhelphub@surreycc.gov.uk)

**Surrey Family Information Service**; a free service for families with children aged 0 to 25. They can help to find organisations and services that may be able to support families including information about childcare, holiday schemes and activities in the local area. You can make an enquiry online or in the following ways:

Web: [www.surreycc.gov.uk/fis](http://www.surreycc.gov.uk/fis) Phone: 0300 200 1004 Email: surrey.fis@surreycc.gov.uk

|  |  |
| --- | --- |
| **PRIVATE & CONFIDENTIAL** | Surrey Children’s Single Point of Access  Early Help Hub Date Date |
|  |  |

Dear

**Early Help Hub Letter Template: Letter to Professional EHA**

You have recently completed an Early Help Assessment (EHA) on:

**Childs Name: Date of Birth:**

Thank you for submitting this completed EHA. Based on the information provided the Early Help Hub has identified the following;

* The Early Help Assessment has now been logged on the EHM System.
* Please ensure that the voice of the child/family is collected throughout the Early Help process and this section of the form is completed on any future EHA.
* Please continue with the family action plan and set a date to review.
* Further Information, Early Help and TAF documentation, Practitioner and Family Leaflets are all available on [**www.surreycc.gov.uk/earlyhelp**](http://www.surreycc.gov.uk/earlyhelp)

If you require further signposting to local services please contact:

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**Please remember** - it is the responsibility of the EHA Assessor to send a copy of the EHA to all those agencies who are part of the action plan (this could include those you are referring to) and **not** the role of the Early Help Hub.

Yours Sincerely,

Early Help Advisor

Early Help Hub

Guildford Borough Council

Millmead House

Millmead

Guildford

GU2 4BB

Telephone:

Email: [earlyhelphub@surreycc.gov.uk](mailto:earlyhelphub@surreycc.gov.uk)

|  |  |
| --- | --- |
| **PRIVATE & CONFIDENTIAL** | Surrey Children’s Single Point of Access  Early Help Hub Date |
|  |  |

Dear

**Early Help Hub Letter Template: EHH Outcome Letter**

**RE: Child/children’s names (DOB DD-MM-YYYY**)

Thank you for your Request for Support for the above named child/children/family.

Your Request for Support has been considered within the Early Help Hub, and a decision has been made to:-

|  |  |  |
| --- | --- | --- |
| **OUTCOME** | **TICK** | **Service** |
| **Take No Further (NFA)** |  |  |
| **Information & Advice to the family** |  | **Give detail** |
| **Referral to Targeted support Level 3 Services** |  | *Specify FSP/CC/ TYS* |
| **Use Early Help Assessment and TAF to coordinate support** |  | *Who will start it recommended TAF members as per discussion* |
| **Escalate to level 4 for assessment** |  |  |

Please direct any queries to the above team/s .

Further Information, Early Help and TAF documentation are all available on [**www.surreycc.gov.uk/earlyhelp**](http://www.surreycc.gov.uk/earlyhelp)

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Yours Sincerely,

**Early Help Advisor**

**Early Help Hub**

# Guildford Borough Council

# Millmead House

# Millmead

# Guildford

# GU2 4BB

Telephone: 0331143 5554

Email: [earlyhelphub@surreycc.gov.uk](mailto:earlyhelphub@surreycc.gov.uk)

Document last reviewed: November 23

Reviewed by: Jackie Clementson

Next review date: April 2024